



MINISTRY OF ATTORNEY GENERAL

ANNUAL PERFORMANCE REPORT

April 1, 2000 to March 31, 2001

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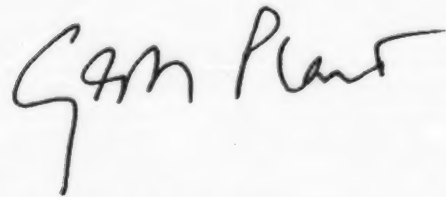


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May It Please Your Honour:

It is my pleasure to submit to you the Annual Performance Report for the Ministry of Attorney General for the last full fiscal year of the previous administration ending March 31, 2001, fulfilling my obligation as the current Minister responsible.

Yours sincerely,



The Honourable Geoff Plant
Attorney General

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Introduction

Following is the Ministry of Attorney General Annual Performance Report for fiscal year 2000/2001. This document replaces the Annual Report and shows the progress made in achieving key objectives that Ministry branches identified in the Performance Plan for 2000/2001. Arranged alphabetically by branch, the document reflects the organizational structure and mandate as they were during 2000/2001. Organizational and mandate changes announced in June of 2001 will be shown in subsequent reports and plans.

The plan on which this report is based was created in 1999. At that time it was structured as more of an operational business plan than an outcome-based performance plan. The high level of detail in this report reflects that intention. Subsequent performance plans and reports will be less operational in nature, less detailed and more outcome-based, in accordance with the *Budget Transparency and Accountability Act* passed in July 2000. The *Act* specifies that performance plans and reports must, in future, focus on accountability and measurable targets from a broad corporate perspective.

Nearly all programs made substantial progress in achieving their objectives during 2000/2001. In some cases, however, expected results were not achieved by year-end. These exceptions generally can be attributed to changes in government priorities, competing demands for resources or unforeseen environmental circumstances. In other instances progress may have occurred but could not be measured because data were unavailable or planned evaluations could not be funded. Wherever results have fallen short of expectations, the Ministry will make every effort to identify the causes and take appropriate action.

Ministry Mandate for Fiscal Year 2000/2001

In Canada, constitutional responsibility for the justice system is shared by the federal and provincial governments.

For example, while the federal government is responsible for criminal law, provincial governments are responsible for the administration of justice, including the operation of the provincial and superior courts and the prosecution of Criminal Code offences. The federal government is responsible for the Divorce Act, but provincial governments have jurisdiction over division of family property and of custody and access in situations of family separation without a divorce. The federal government runs penitentiaries for offenders sentenced to terms of two years or more, while provincial governments operate prisons for those sentenced to less than two years.

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In British Columbia, the Attorney General is the chief law officer for the province and the official legal advisor to Cabinet. The Ministry of Attorney General is responsible for the administration and delivery of justice services, except for youth corrections, throughout British Columbia. For the fiscal year 2000/2001, Ministry programs were broadly grouped into five areas: criminal, civil/family, administrative, human rights and regulatory. Regulatory activities included land title registration, liquor and firearms licensing, film and video classification and administration of various consumer protection statutes. In addition, the Ministry provided policy support and analysis on justice issues within the jurisdiction of both levels of government.

Performance Measures

Most programs identified in this report chart their progress using two types of performance measures:

Outcome measures assess a long-term result achieved by the program, such as the crime rate. Since outcome measures tend to describe the impact of program activity on society, they are generally more important and of greater interest than are input and output measures. On the other hand, a program is often not fully responsible for achieving an outcome since many important factors may be beyond the control of the Ministry.

Output measures directly measure the shorter-term results of program activities, such as the number of inspections conducted or cases processed. Subject to resources, a program is usually fully accountable for outputs. This type of measure describes workload, is easily associated with specific program budgets, and informs shorter-term operational objectives.

Resources

Following the performance information for each Branch is a separate report on projected and actual resources for the fiscal year. The figures shown as actual resources were not yet audited when this report was prepared and may vary somewhat from figures subsequently published in Public Accounts Reports.

HIGHLIGHTS FOR FISCAL YEAR 2000/2001

During the fiscal year ending March 31, 2001, the Ministry of Attorney General has achieved some significant objectives and made considerable progress toward others. Some of these accomplishments are described below. Many more achievements of note appear in the next section of this report.

- To assist offenders with release and re-integration into the community, the **Corrections Branch** has implemented core programming designed to promote long-term changes in the thinking, skills, and lifestyles of offenders. As of March 31, 2001, the Branch was delivering the following three core programs at thirty-nine locations throughout the Province in both community and institutional settings.
 - **Motivational Program:** To help offenders recognize that change is possible and worthwhile and to overcome barriers to change.
 - **Substance Abuse Program:** To help offenders identify the nature, causes and consequences of addiction and to outline the path to recovery.
 - **Anger Management Program:** To help offenders recognize differences between anger and violence, analyze sources of anger and identify non-violent resolutions.

Respectful Relationships, a fourth core program developed over the past year, will be piloted in September 2001. This program addresses spousal assault by identifying the features of healthy and unhealthy relationships and the precursors to violence, and by urging the development of plans to prevent relapse.

Other core programs that were developed during the fiscal year included:

- **Cognitive Skills Program:** To provide skills related to crime avoidance such as analyzing problems, considering options and consequences, and making decisions.
- **Employment/Housing/Financial Management Program:** To help offenders prepare for the job market, obtain accommodation and manage income.

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- Sex Offender Program: To teach offenders about sexuality, the impact of abuse on victims, the cycle of offending and relapse prevention.
- Educational Upgrading Program: To provide a firm footing in basic education and literacy skills.
- To ensure that court events proceed when they are scheduled to occur, and that Crown and defence consult early in the process, the **Court Services Branch** and **Criminal Justice Branch** have jointly implemented provincial court reforms in all thirteen judicial districts. These reforms--the Criminal Caseflow Management rules--have resulted in fewer cases pending and fewer adjournments on the day of trial. They have also resulted in cases being completed, on average, in fewer days than were required prior to implementation of the rules.

The **Court Services Branch** also began to use videoconferencing for some court appearances. During fiscal year 2000/2001, videoconferencing was used in twenty-one courthouses and eight correctional institutions throughout the Province. Use of this technology has reduced court and travel costs, made courts more accessible, and enhanced public safety.

- The **Dispute Resolution Office**, part of the **Legal Services Branch**, promotes consensual, timely, affordable resolution of civil and family disputes as an alternative to more costly courtroom processes. In 2000/2001, the Office expanded the Notice to Mediate process to a wide range of civil actions in the Supreme Court. The Court Mediation Practicum Program, which provides free mediation services to litigants, was expanded to two additional Provincial Court Small Claims registries. The number of mediators on the BC Mediator Roster increased by 16 percent over the previous fiscal, and use of the Roster by litigants increased 156 percent.

The Office also expanded the Mandatory Parenting after Separation Program. Three additional court registries are now providing free information sessions for parents concerning separation and its impact on children, current child support guidelines, and dispute resolution options.

The Jericho Individual Compensation Program, a non-adversarial multi-disciplinary remedy for historical sexual abuse claims from former students of the Jericho Hill School for the Deaf, completed its mandate to financially compensate validated claimants.

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- **JUSTIN**, an integrated database containing information on criminal cases, was installed in 140 sites across the Province by the **Information Technology Services Division, Management Services Branch**. **JUSTIN** makes it possible for justice agencies such as the RCMP, municipal police, Crown Counsel, criminal courts registry staff, sheriffs, probation services, victims/witnesses services, trial schedulers and corrections staff to track criminal cases from initiation to disposition.
- The **Public Safety and Regulatory Branch** implemented Provincial Regional Emergency Operations Centres (PREOC) in Nelson and Prince George. Other PREOC sites are nearing completion in Surrey and Kamloops. The PREOC sites ensure that regional emergencies are managed and appropriate resources deployed, especially where the emergency extends beyond the boundaries of local authorities or involves multiple jurisdictions.

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REPORT ON PERFORMANCE MEASURES AND RESOURCES

This section of the report follows the same format used in the Performance Plan for 2000/2001, making it easy to compare the two documents. Deliverables and measures are identical to those in the Plan. Reading across the columns, deliverables and their measures are linked to output results, outcome results, or to both, provided that information was available when this report was produced.

Branch: Communications

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Build awareness of and support for the Ministry's strategic agenda by: • Providing the Deputy Attorney General, Deputy Minister and the Minister timely and accurate briefing materials • Managing the Minister's events, publications, advertising and correspondence	• Full compliance briefing of issues as they emerge • All events, publications and advertising materials requested by the Minister are prepared and distributed	• Comprehensive briefings were consistently provided in four hours or less • All requested event materials were completed in time. Published materials were prepared and distributed on schedule	• The Deputy Attorney General, Deputy Minister and Minister are fully briefed on issues of media reports as they emerge • The Minister is satisfied with the volume and quality of events, publications and advertising materials produced	• Deputy Attorney General and Deputy Minister report being able to advise minister and government in a timely fashion. Minister consistently able to respond to questions put in Legislative Assembly and by the media in a timely fashion. • Minister and deputies generally expressed satisfaction with produced materials and satisfaction with media impact

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Monitoring media coverage and developing responses to issues and questions raised	Issues are identified as they emerge and positions and responses developed according to priority	Key points and appropriate briefing materials were regularly supplied within expected time frame	The Deputy Attorney General, Deputy Minister and the Minister are satisfied with the accuracy and timeliness of the issues managed	The Deputy Attorney General, Deputy Minister and Minister expressed satisfaction. Minister was able to respond to media questions within a reasonable time and with full and accurate knowledge of the issues.
Developing and implementing communications plans for major Ministry initiatives	Full compliance in ensuring every major Ministry initiative has a communications strategy	Strategic plans were consistently completed on time	Branches are satisfied with the timeliness and accuracy of communications counsel and strategies	Roll-out of new initiatives contained a useful and effective communications component
Assisting branches in the development of communications material and responses to media enquiries	Standards and templates adopted	Templates and standards were adopted for key points, briefing notes, communications plans, event requests and event checklists		
Developing and distributing public awareness material for the public and responding to requests for feedback	Material developed as per each communications plan and responses issued as needed	Material was developed for each initiative that went forward. Issues arising were managed as per standards		

REPORT ON RESOURCES

	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
COMMUNICATIONS BRANCH TOTALS	18	\$1,142	18	\$1,384

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Branch: Community Justice
Program: Executive Programs

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide central administrative, management, planning, policy and budgetary support to all divisions by: - Managing the corporate planning cycle and assisting divisions in the development of strategic, business and business continuation plans - Identifying ways to improve branch efficiency and service delivery - Managing the branch budget including 10 branch facilities throughout the province - Managing communications strategies to enhance the Ministry's profile and provide the public with information on policies and programs - Supporting pilot projects to improve program efficiency and evaluating results ⇒ Enhanced Duty Counsel pilot	- Timely preparation of plans - Measures identified - Timely preparation of budget forecasts # of publicly released information documents including policies, bulletins, media releases # of pilots supported # of evaluations supported	- Strategic, performance and business plans completed on a timely basis - Assisted the Residential Tenancy Office to develop a financial policies and procedures manual to improve efficiency and ensure compliance. - Assisted a program review of the Debtors' Assistance Program. - Prepared, compiled and issued Branch forecasts in a timely manner 177 publicly released information documents including policies, bulletins, media releases 8 pilots supported 2 evaluations supported - Enhanced Duty Counsel project deferred	- Branch efficiency is improved: ⇒ Programs and activities are implemented as planned ⇒ Key objectives are realized - Branch budget is met - Pilot projects meet objectives - Pilot projects meet objectives	- Implementation of programs and activities has proceeded on schedule - Branch continues to work towards meeting its key objectives - Draft manual under review prior to submission to Senior Financial Officer. - Branch operated within established budget. - To be evaluated on completion of pilots

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Enhance a supportive workplace environment by: • Completing annual performance planning with management employees • Providing forums for management/employee discussions • Supporting work-related job development	• # and % of plans completed • # of staff meetings held • # and % of employees attending training, workshops, conferences, professional development days • # of temporary development assignments	• 2 plans completed, or 8% • 548 staff meetings held • 168 or 84% of employees attending training, workshops, conferences, professional development days • 38 employees involved in temporary development assignments	• Reduction in employee turn-over and days lost to illness and accident	• Report pending.
• Maintaining employee recognition program • Encouraging employees to participate in morale building community service and staff recreation activities	• # and % of employees recognized • # and % of employees participating	• 108 or 54% of employees recognized • 109 or 55% of employees participating		
• Developing a succession plan	• Plan developed	• Succession planning under way		

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Branch: Community Justice
Program: Community Programs Division

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Deliver crime and violence prevention strategies for communities, schools and youth by: - Developing 10 new resources/tools and providing 20 training opportunities - Developing 50 new partnerships - Supporting 97 crime prevention/youth action teams - Responding to 1,500 Youth Against Violence Line calls - Supporting 7,500 Aboriginal youth at risk	# of resources developed/training opportunities # of new partnerships # of teams supported # of Youth Against Violence calls by type and response # of Aboriginal youth supported	11 resources completed/83 training workshops 1067 new partnerships 386 teams supported 1382 Youth Against Violence Line calls - Ongoing support provided to 4,453 Aboriginal youth	- Programs are consistent with promising practices according to current literature on crime prevention - Increased level of participation of schools, communities and youth - Increased awareness of crime and violence prevention strategies and resources among participants	- Promising practices applied to programs on an ongoing basis - Program delivery modified based upon evaluation reports as necessary 34 percent increase in awareness province-wide (levels vary in regions)
Increase public awareness of ministry's crime prevention initiatives by: - Participating in 400 public information sessions/events and 4 provincially proclaimed weeks (i.e. Youth Week) - Distributing 1.5 million Youth Against Violence Line wallet cards and 20,000 binders, guides, booklets, posters, T-shirts and similar resources	# of activities participated in # of items distributed	571 activities participated in 590k wallet cards distributed; 59k other resources distributed	Increased # of communities involved in crime prevention activities	162 new communities participating
Research & evaluate trends, projects and programs: - Commence youth retaliation research and compile test sites data - Evaluate 10 projects/programs and workshops - Complete provincial framework for the collection of crime and violence prevention promising practices	- Project commenced and test site data compiled # evaluations completed - Framework completed	- Research under way; file coding at both test complete; interviews at both test sites under way 13 evaluations completed - Framework under development	Recommendations for program modification, implementation and development adopted	- Modifications developed and implemented to new or existing training/workshops/events based upon evaluations received - Modifications to programs, projects, resources, etc. adopted based upon evaluations/feedback

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Hold offenders accountable to their victims, communities and families through the Ministry's Community Accountability Program (CAP) by: - Supporting the creation of 25 new CAP programs and 53 existing programs - Holding 6 regional workshops, providing 2 new training resources and training/ operational support - Evaluating 4 pilot sites and 4 case study communities	# of programs supported # of workshops held, resources and communities supported/trained # of pilot sites and case studies completed	60 programs supported - workshops, training and resources specific to CAP placed on hold - CAP program representatives have attended other community workshops. 4 case studies completed 4 pilot studies completed	# of offenders referred to programs - Compliance rate of offenders to agreement - Survey of 30 victims participating in CAP programs regionally	1029 offenders referred (estimate due to insufficient community information) 93 % of offenders have complied: full compliance (88%); partial (5%) 14 victim surveys completed (results unavailable due to insufficient community information)
Enhance a supportive work environment through: Improving employee work space and environment	Space acquired or renovated to accommodate all staff adequately	Temporary arrangements have been made to accommodate all staff.	Improved employee satisfaction with the work space and environment	Staff satisfied with temporary arrangements

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Branch: Community Justice
Program: Consumer Services

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Increase awareness of and compliance with BC Consumer Protection legislation: - Investigate and prosecute high profile cases of fraudulent telemarketers - Investigate and resolve consumer complaints including Travel Assurance Board and Motor Dealer Customer Compensation claims - Develop consumer awareness programs including preparation and distribution of Travel Services brochure and Direct Sellers Information brochure - Expand working relationships with inter-agency, inter-jurisdictional and cross-border action groups to combat cross-jurisdictional consumer fraud - Perform inspections of regulated business premises to ensure compliance with acts and regulations	\$ received for restitution - Successful prosecutions # of investigations resolved/closed as a proportion of investigations undertaken - Restitution made - Brochures completed and distributed province and country wide # of cross-jurisdictional enforcement actions # of enforcement actions as a proportion of the number of inspections	\$2,398,941 received and returned to US consumers 33 successful prosecutions 1368/1307 or 1:1.95 (Equal number of cases opened and closed during the year) \$1,979,045 in restitution made as a result of ongoing consumer investigations (non-telemarketing related) 1 Travel Services brochure completed and circulated. Other brochures being updated in 2001/02 6 major cross-border initiatives in 2000/01 resulting in \$16 million in assets frozen or seized 197:752 or 1:3.8	- Reduction in # and frequency of consumer complaints - Reduction in # of enforcement actions under regulatory statutes	17,845 - increase of 3,015* 73 calls per day average - up from 59 per day in 1999/00* (*Increases were due mainly to an additional staff position, resulting in more calls being answered.) 33 - decrease of 11 due to increased awareness and mediation/referrals

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• Consult with representatives of selected industries to encourage consumer protection and work toward elimination of operational obstacles	• Industries consulted	• 2 major consultations: 1) national Debt Collection harmonization review and 2) completion of Cemetery and Funeral Services Regulation amendments		
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Branch: Community Justice
Program: Family Justice Programs Division

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Ensure that those persons entitled to receive maintenance can have their orders effectively monitored and enforced, in accordance with the Family Maintenance Enforcement Act, so that they receive their maintenance payments in full, on time, and at no cost to themselves: • Increase rate of payment of maintenance for payers in BC enrolled in the Family Maintenance Enforcement Program (FMEP) • Increase the # of orders paid in full where the payer is in BC and the order is enrolled in the FMEP • Enroll clients of Ministry of Social Development and Economic Security (MSDES) whose rights to maintenance have been assigned by BC Benefits, and monitor and enforce these orders • Finalize policies and procedures with the USA to implement the reciprocal arrangement between BC and the USA which came into effect December 15, 1999	• Achieve an annual payment rate of 78 cents on each dollar due on all orders where the payer resides in BC • Achieve a rate of 38% (active cases only) of orders paid in full where the payer resides in BC • Achieve a rate of 100% enrollment of fully documented assigned cases received from MSDES • Achieve an annual payment rate of 65 cents on each dollar due on all assigned MSDES cases where the payer resides in BC • BC Policies and procedures implemented	• The payment rate was 79% (79 cents) for fiscal 2000/2001 • A rate of 41% was achieved for fiscal 2000/2001 • An enrollment rate of 100% was maintained throughout the reporting period • This payment rate was 74% (74 cents) at March 31, 2001 • New policies and procedures have been implemented within the Ministry of Attorney General	• # of enrollments • # of custodial and non-custodial parents and their children involved • Amount of maintenance collected and distributed	• FMEP had 47,279 cases enrolled at March 31, 2001 • These enrolled cases represent 152,443 custodial and non-custodial parents and their children • At March 31, 2001, \$131.7M was collected, of a total amount due of \$167.5M • Inter-jurisdictional procedures continue to be developed with the US Secretary of State and the 50 US states and protectorates

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Integrate the Debtor Assistance Program (DAP) into family justice services by: • Producing and distributing informational materials to appropriate Family Justice Centres (FJC's) and related family agencies • Including Debtors' staff in pilot informational sessions to family clients • Increase outreach to FJC's and other related family agencies to DAP counseling and other services	• Material produced and distributed • Selected pilot sessions completed • Increased outreach measures to FJC's and related family agencies	• Debtor Assistance brochures were redistributed to all FJC's in September 2000 • 2 pilot projects have been completed during this reporting period	• Increase in the # of individuals and families counseled to more effectively deal with their financial circumstances	• DAP staff interviewed 5,273 individuals and families in the reporting period
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Branch: Community Justice
Program: Victim Services

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide victims of crime with the information and assistance to participate fully in the justice system of British Columbia: - Develop, facilitate and provide sector-specific and interdisciplinary training and training materials with respect to violence against women and children - Develop and distribute multi-lingual information on services to ensure accessibility - Administer contracts for police-based and specialized victim services including assessing accessibility, compliance and program standards and developing and facilitating training for service providers - Assist sexual assault victims and victim services agencies acquire legal counsel to defend personal records Coordinate community response to victim issues: - Hold regional community forums on Moving Coordination Forward - Develop a starter kit to assist communities to organize a coordinated response	# of participants completing training # of training videos developed - Materials developed and distributed # of contracts for victim services administered # of persons/agencies assisted # of forums held - Starter kit developed	Training completed: - Victim Service Worker (VSW); 115 participants - Enhanced Investigative and Interview Skills in Child Sexual Abuse; 33 participants - Enhanced Investigative and Interview Skills in Violence Against Women in Relationships; 20 participants - Criminal Harassment; 110 participants <i>Facing Diversity</i> video launched <i>Victims of Crime Act</i> brochure translated into 7 languages 149 contract for victim services administered (incl. 2 prov. associations) 33 persons/agencies assisted 2 regional forums held - Kit developed; distributed to 39 communities	- Programs conform with best practices from current literature - Total # of victims assisted - Determine tools and framework to measure satisfaction of victims with the process and outcomes * # of communities participating (*Note: Evaluation focus has been broadened to "program effectiveness")	- programs conform with program standards 54,609 victims were assisted in 1999/2000 (the most recent complete statistics available) - evaluation framework halfway complete. Evaluation tool to be field-tested. 13 communities in Kootenay forum; 15 communities in Lower Mainland/Fraser Valley forum

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Branch: Community Justice
Program: Legal Aid

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Ensure legal services, delivered by Legal Services Society (LSS), are available to persons who are facing serious legal problems and who would not otherwise receive them because of financial reasons Monitoring the operations of Legal Services Society including expenditure and service delivery data	Periodic and regular review of Legal Services Society	- LSS Business Plan 00/01 - LSS Business Plan year end report (99/00) - LSS Annual Report - LSS Audited Financial Statements - Audited claim for federal contribution - Regular information provided on expenditures and service delivery	Timely and regular reports of LSS operations	- Advised government on legal aid funding and policy issues - Conducted policy reviews - Developed national research strategy - Developed provincial cost-share position with federal government

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Branch: Community Justice
Program: Residential Tenancy Office

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide residential tenancy arbitration services in a timely manner: - All hearings (approx. 23,000) scheduled within established time frames of 10-14 days for non-monetary, 4-6 weeks for monetary Improve timeliness of manufactured home park mediation services: - Initial scheduling of mediations in 5-6 weeks, on average Maintain a high standard of arbitration services: - Complete interpretation guidelines for arbitrators, information officers and clients - Develop a formal means of arbitrator evaluation Improve access to Residential Tenancy Office (RTO) as a dispute resolution system: - Implement changes to Residential Tenancy Act to improve access to arbitration - Increase the # of successful interventions Improve information provided to users of the system: - Introduction of information clinics on issues of wide interest to our clients (e.g. "new landlord" clinics) - Better use of electronic media: information and forms on website - RTO professional development days	- Proportion of hearings scheduled in established time frame - Average number of weeks to mediation # of guidelines completed - Evaluation process designed and implemented - New legislation implemented - Successful interventions increased - Model developed and number of clinics conducted - Complete website implementation - Conduct 1 Pro-D Day	- All hearings scheduled in established time frame except where parties requested otherwise - Unable to meet objective due to shortage of mediators; however new mediators have now been appointed and oriented 9 new guidelines approved in principle and 9 guidelines amended due to changes in the law - First phase completed - Complete 4.9% increase in interventions - Model developed and 4 clinics conducted in pilot. - Complete - Complete	- No additional delays for hearings - Resolve manufactured home parks disputes more quickly - Complete the first phase of the arbitrator evaluation project - Successful interventions increased # of attendees at information clinics # of hits on website	- No additional delays incurred. - First phase completed. 4.9% increase in interventions (from 583 to 612) 36 attendees 74,332 hits (estimated figures only available)

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Continue development of a supportive and productive workplace environment by: - Continuing implementation of Attendance Awareness Program - Developing non-violent communication training	- Proportion of individual team annual objectives completed - Training package developed and delivered	- Teams reported out in Dec 2000. Action plans essentially completed - Completed	Improved employee attendance measured by decrease in sick and appointment leave	In 1999/2000, this initiative resulted in absences below both ministry and government averages. Final figures are not available for 2000/2001. However, there has been a significant increase in the first half of the year, resulting from an atypically high incidence of serious illness
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REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Executive Programs	9	\$3,857	10	\$4,370
Community Programs	7	\$5,944	32.6	\$6,261
Consumer Services	38	\$2,411	34	\$2,050
Family Justice Programs	41	\$16,898	38.2	\$16,563
Victim Services	11	\$7,164	12.9	\$8,052
Legal Aid	0	\$81,500	0	\$81,480
Residential Tenancy	92	\$7,044	91.7	\$6,969
COMMUNITY JUSTICE BRANCH TOTALS	198	\$124,818	219.5	\$125,745

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Branch: Corrections
Program: Community Corrections

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
To provide appropriate supervision of adults in the community - Use risks/needs analysis to supervise offenders in community settings To assist offenders with release and re-integration in the community - Implement core programming in 14 pilot sites. - Other sites to be identified based on initial implementation rollout To rationalize the utilization of resources within Community Division - Complete risk analysis of Electronic Monitoring Program to re-allocate resources to provide better supervision of offenders and resource core programs	- Community Caseloads % of eligible risk needs assessments complete - Pilot projects implemented by May 2000 - New pilot sites identified by Oct 2000 - Re-allocation of resources completed by June 2000	22,736 (down 1.23% over last fiscal year) 81.6% completion (up 6.6% over last fiscal year) - Implementation of pilot project proceeded on schedule with roll-outs for substance abuse management and violence prevention exceeding 14 sites by May 2000 - Additional sites commenced as instructors were trained. Currently 116 instructors delivering core programs at 39 locations (14 original and 25 new pilots) - Reduced local manager positions from 60 to 34 - Eliminated community beds and re-deployed resources - Electronic Monitoring and Temporary Absence Program ceased operation 1 Dec 2000 - Client supervisors completely deployed to offices in Jan 2001	- Phase III of core program evaluation: complete implementation review of all community pilots sites - Further implementation of core programs	- Implementation review completed March 2, 2001 Final report and recommendations completed May 2001 - Violence Prevention and Substance Abuse Management core programs implemented throughout the province in all five regions - Respectful Relationships Program phased implementation scheduled for September 2001

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Branch: Corrections
Program: Adult Custody

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
To provide appropriate custodial supervision of adults sentenced to incarceration and those remanded to custody - Increase the remand capacity in the Fraser and Interior regions - Increase the utilization of medium level custody - Increase short-term bed capacity to accommodate seasonal or unforeseen demands - Use risks/needs analysis to classify sentenced offenders in custody	- Annual average of daily institutional count # of critical incidents and reviews - Construction- North Fraser facility complete Apr 2001 - Construction of Okanagan Correctional Centre begins Apr 2001 - Ford Mountain facilities improvement Phase 1 complete by Feb 2001 - Contingency plan completed by Sept 2000 # of offenders by custody level	2,485.4 (down -2.7% over last fiscal year). 811.3 remand (down -1.2% over last fiscal). 1475.3 sentenced (up +5% over last fiscal). 23.5 lock-up (up +64.2% over last fiscal). 175.3 migrants (down -30.3% over last fiscal) 32 critical incidents and reviews - North Fraser was completed and opened March 2001 - Treasury Board approval for Okanagan delayed - New fence and Induction Unit installed at Ford Mountain Correctional Centre - Contingency plan was completed January 2001 1631 secure, 386 medium, 289 open, 51 Community Correctional Centres		A critical incident ("event") reporting system is being developed for the CORNET database

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- To increase the use of video remand and video sentencing. To prepare offenders for release and re-integration in the community - Maintain Violence Prevention Program, Breaking Barriers, and Substance Abuse Management Programs - Develop implementation plan for next core program - Use risks/needs analysis to determine appropriate provision of core programming for offenders	% of eligible Inmate Classification Assessments # sites using video remand/sentencing # of hearings using video remand/sentencing - All programs maintained in adult custody centres - Plan completed by Jan 2001 - Incorporate in core programs training for facilitators by Mar 2001	71.8% completion rate (up 19.2% over same period last year) - Video conferencing is occurring at 7 adult correctional facilities. 2,627 video remand hearings conducted - Breaking Barriers (1,239 participants), Substance Abuse Management(2,189 participants) and Violence Prevention (327 participants) active and maintained in all centres - Planning is ongoing - Content training on Instructional Skills (11 sessions), Substance Abuse Management (6 Sessions), Violence Prevention Program (5 sessions) and Breaking Barriers (5 sessions) completed	- Reduced keep of prisoners costs - Phase III of core program evaluation: complete implementation review of all adults - Improved referrals to core programs based on % of eligible inmate Needs Assessments completed	- Methodology and data collection for determining reduced keep of prisoners costs under development. Data unavailable at this time - Implementation review completed October 2001. Final report and recommendations completed December 2001 40.7% of eligible Inmate Needs Assessments completed (8.6% increase over last fiscal year)
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MINISTRY OF ATTORNEY GENERAL

Branch: Corrections
Program: Strategic Planning and Corporate Programs

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Develop a long-term strategic focus for the Corrections Branch Facilitate strategic and business planning processes – consistent with Ministry goals	- Status report on strategic plan completed by Oct 2000 - Revised branch strategic plan implemented by March/01	- Status report completed Oct 2000 - Strategic planning draft completed March 2001		
Provide co-ordination and implementation of the Branch Strategic Plan: Oversee the development and implementation of remaining core programs	- Sex offenders curriculum development for community corrections completed by Oct 2000 - Cognitive skills assessment complete by Jan 2001 - Family violence prevention curriculum development completed by Jan 2001	- Research on sex offender programming complete September 2000. - Group treatment readiness curriculum developed April 2001 and currently under review - Investigations into cognitive skills programs continue. Development of this program has been rescheduled - Respectful Relationships (treatment readiness program) curriculum completed Jan/01. Program will be piloted in Sept 2001. Treatment program will developed by end of fiscal 2001/2002		

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Provide general planning support for the Branch • Annual Capital Plan • Annual Research Plan • Annual Training Plan	• Completed by Oct 2000 • Complete by Mar 2001 • Completed by Mar 2001	• Capital plan complete Sept 2001 • Research Plan complete March 2001 • Training Plan complete March 2001		
Provide ongoing systems development and support to reflect evolving business needs • Development of Relational Information System for Corrections (RISC) • GUI interface for CORNET and Family Information System (FIS)	• RISC development completed by Jan 2001 • Development completed by Mar 2001	• RISC development completed Jan 2001. Pilot testing of system in Fall 2001 • CORNET development delayed by Ministry expenditure restraint		
• Maintain Victim Information Notification everyday system (VINE) province-wide	• # of victim notifications	• 175 victim notifications • 94% of notifications were successful	• Victim satisfaction survey will be completed for end of fiscal	• Survey completed February 2001 showed 95% of clients surveyed were satisfied with victim notification services provided

MINISTRY OF ATTORNEY GENERAL

Branch: Corrections
Program: Family Justice Services

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide a variety of family justice services including: - Dispute resolution services for family justice matters - Parenting after separation (PAS) programs - Improved custody and access reports to courts - Continue to allocate resources primarily to dispute resolution services; those services primarily targeted to parents of modest means - Implement reconfigured Parenting After Separation programs including mandatory attendance	# of services provided # of cases attending PAS by type (mandatory vs. voluntary) # of custody and access reports # of services provided to parents of modest means - Implementation completed by Oct 2000 - Implementation of child support guidelines complete March 2001 # of pilot projects maintained	- Management reports under development - Statistical analysis pending 719 participants attended voluntary parenting after separation sessions 2,823 participants attended mandatory parenting after separation sessions 294 reports were ordered 192 reports were completed - Policy implemented April 1999 directing priority of service to parents of modest means - Management reports under development - Statistical analysis pending - Expansion of 3 more mandatory parenting after separation registries were implemented September 2000		

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- Continue to implement the federal/provincial child support strategy, maintain pilot projects and undertake evaluation activities - Federal/provincial review and amendments to custody and access legislation	- Evaluation completed by March 2001 - Review completed by March 2001	- Expansion to two more mandatory sites scheduled for May 01 - Tracking ongoing - Child support guidelines implementation and training completed April 2000 - Five Rule 5 Family Justice Registry Pilot sites currently operating - Expansion to include one more registry scheduled for May 2001 - Evaluation framework and activities currently being developed - Federal/provincial/territorial child support strategy has been incorporated into Family Justice Services Initiatives Steering Committee - Working collaboratively with federal/provincial/territorial task force; work ongoing		
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MINISTRY OF ATTORNEY GENERAL

REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Community Corrections	442	\$38,446	460	\$39,032
Adult Custody	1,646	\$155,033	1,847.4	\$160,173 ¹
Strategic Planning and Corporate Programs	36	\$3,149	49.3	\$3,574
Family Justice Services	96	\$7,631	112.3	\$7,460
CORRECTIONS BRANCH TOTALS	2,220	\$204,259	2,469	\$210,239¹

¹Actual use of resources includes \$5.571 million for two initiatives funded by MAG but not reflected in the "Projected Resources" column (\$3.0 million for presumptive release and \$2.571 million for 2% salary increase).

MINISTRY OF ATTORNEY GENERAL

Branch: Court Services
Program: Registry/Trial Support

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide and maintain courthouse facilities and trial support services for the criminal courts of BC - Courtrooms – Ensure that sufficient courtrooms are available to meet judicial needs to hold criminal court - Staff – Ensure that the appropriate staff are available to support the judiciary in criminal court	# of hours of criminal court sittings for which staff were provided	110,816	Every court event is staffed. No collapses due to absence of staff	Very successful
Expanded JP availability Justice of the Peace (JP) Service Centre – Support Provincial Court in expanded usage of the JP Services Centre to handle warrants outside of registry hours, and to implement a coordinated strategy for JP service delivery	Implementation Plan completed	Plan completed; 61 police detachments are now participating	Support the Provincial Court in delivery of JP services	Successful. Program transferred to Provincial Judiciary in April 2001
Reduced length of time to trial Judicial Case Management – Support Provincial Court in implementation of the Criminal Case Management Rules	- Reforms phased in and implemented by court location according to Order In Council (OIC) schedule - Monitoring reports provided to the Provincial Court	Completed in all 13 Judicial Districts Only preliminary data available	Support the Provincial Court in significant reforms	High degree of support

MINISTRY OF ATTORNEY GENERAL

Branch: Court Services
Program: Sheriff Services

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide security and escort services for the courts of BC - Security – Provide sufficient sheriff staff in court locations to ensure security in both courtrooms and throughout the building - Escorts – Provide sufficient staff and equipment to transport all prisoners safely to and from court Increased efficiency - Prisoner Information Management system -develop and implement a new escort and lockup management system (LMS) which: integrates with correctional and court case management systems; manages information on persons in custody; and schedules movements between Corrections and the courts	# of staff security hours # of prisoners escorted # of sheriff sites with LMS and CORNET technology	266,666 127,091 24	- Very few critical incidents - Very few escapes/incidents	Successful Minor disruptions due to health and safety issues Successful. No escapes

MINISTRY OF ATTORNEY GENERAL

Branch: Court Services
Program: Registry/Trial Support

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide and maintain courthouse facilities and trial support services for the civil courts of BC - Courtrooms – Ensure that sufficient courtrooms are available to meet judicial needs to hold civil court - Staff – Ensure that the appropriate staff are available to support the judiciary in civil court	# of hours of civil court sittings for which staff were provided	75,576	Every court event is staffed. No collapses due to absence of staff	Successful
Reduced Cost - JUSTIN Rollout –Prepare and train staff for implementation, and provide a change management framework to co-ordinate implementation of JUSTIN Improve access to court related information - Electronic Justice Services Project – A comprehensive automated access system for filing, tracking and payments.	# of sites where JUSTIN operates - Phased implementation of system at designated sites - Project implementation plan developed - Funding and contractor secured for phased implementation - Policy and legislative framework developed	Operating at sites representing 85% of Provincial criminal case volume and 60% of Supreme Criminal case volume Completed In progress In progress.	- Fewer duplicated data entry tasks - Automation which will enable electronic document access, transfer and collection	Successful implementation Data not available

MINISTRY OF ATTORNEY GENERAL

Branch: Court Services
Program: Management

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide administrative and policy support for all court programs and to all court locations Management structure to support Branch operations. Branch management supports all aspects of operations, financial management, program services and development and change management	Ongoing management of program delivery in 70 staffed and 99 court sitting locations	Attained.	Provincially consistent program operations	Successful
Increased efficiency Courts & Judiciary Datamart – Design and implement a management information system for senior management and judiciary	Provide court activity data for inclusion		Support Ministry/judicial development of datamart	Under review
Video Conferencing – increase efficiency and safety associated with accused and witness travel/movement, by enabling some appearances to occur using videoconference equipment	# of courthouses and correctional institutions with videoconferencing equipment installed # of videoconference court events by court location - Development of fee structure for civil court videoconferencing # of website hits	21 courthouses 8 correctional institutions Data not available at this time Implemented Data not available at this time	- Avoid some keep of prisoner's expenditures (by Corrections) - Partial cost recovery for civil court video conference operations - Public information concerning justice processes	Successful Successful
Provision of required career development and staff training Branch Intranet Website – Expand Branch intranet site to incorporate: electronic manuals that can be centrally updated and co-ordinated with the Branch Training Plan; forms databases; and statute and policy updates. Create electronic training modules	# of forms incorporated into databases and # of electronic manuals loaded on intranet site # of other policy and statute updates	519 forms 17 manuals 131 updates	Efficient sharing of manuals, forms and program and training information	Very successful

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Develop implementation plan for the Branch's training strategy	Plans for development of electronic training modules	In progress		
	Implementation plan showing costs and schedule	In progress		

REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Registry/Trial Support	889	\$100,920	859	\$98,203
Sheriff Services	426	\$23,737	452	\$26,349
Management	51	\$7,930	55	\$11,865
COURT SERVICES BRANCH TOTALS	1,366	\$132,587	1,366	\$136,417

MINISTRY OF ATTORNEY GENERAL

Branch: Criminal Justice
Program: Dangerous Offender Program

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
To make Dangerous Offender (DO), Long Term Offender (LTO), and recognizance applications - Dangerous offender applications (DO) - Long Term Offender applications (LTO) - Applications for recognizance on warrant expiry date offenders (sec. 810.1 or 810.2)	# of Dangerous Offender applications(DO) # of Long Term Offender applications (LTO) # of applications for recognizance on warrant expiry date offenders (sec. 810.1 or 810.2)	13 Dangerous Offender applications(DO) 3 Long Term Offender applications (LTO) 47 applications for recognizance on warrant expiry date offenders (sec. 810.1 or 810.2)	# of indeterminate sentences ordered # of Applications before court pending decisions # of LTO orders made # of Applications before court pending decision # of applications completed # of applications before court pending decision	1 indeterminate sentence ordered 12 Applications before court pending decisions 2 LTO orders made 1 Application before court pending decision 33 applications completed 14 applications before court pending decision

MINISTRY OF ATTORNEY GENERAL

Branch: Criminal Justice
Program: Criminal Prosecution Program

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
To apply the Branch charge approval policy to assess all allegations of offences in the Province. Charge assessment decisions relating to all accused named on all RCC's, breaches and FTA's received by Crown Counsel	# of charge assessment conducted (per accused) # of Accused Approved to Court for judicial decision # of Accused referred to Alternate Measures # of Accused not charged with an offence # of Accused where a decision is pending	105,336 charge assessment conducted (per accused) 86,321 Accused Approved to Court for judicial decision 5,083 Accused referred to Alternate Measures 10,820 Accused not charged with an offence 3,112 Accused where a decision is pending	% of Accused Approved to Court for judicial decision % of Accused referred to Alternate Measures % of Accused not charged with an offence % of Accused where a decision is pending	81.9% of Accused Approved to Court for judicial decision 4.8% of Accused referred to Alternate Measures 10.3% of Accused not charged with an offence 3.0% of Accused where a decision is pending
To ensure a prosecutor is available to conduct all offences approved for prosecution in the Province. - Conduct of prosecutions of offences in the Province To ensure an appellate counsel is available to initiate and conduct all appeals and other proceedings in respect of any prosecution in the Province - Initiation of appeals and other associated proceedings - Conduct all appeals and other associated proceedings To ensure an appellate counsel is available to and conduct all appeals and other proceedings in respect of any prosecution in the Province, where the Crown is named as the respondent - Conduct of appeals and other proceedings in respect of any prosecution in the Province, where the Crown is named as the respondent	# of prosecutions initiated and conducted # of appeals initiated by Crown # of appeals initiated by defence where Crown named as respondent	75,554 Crown Files initiated 18 appeals initiated by Crown (BCCA plus Supreme Court of Canada) 275 appeals initiated by defence and Crown was named as respondent (BCCA plus Supreme Court of Canada)	# of Crown Files concluded in Provincial Court # of Crown initiated appeals conducted # of concluded appeals that were initiated by defence and Crown was named as respondent	76,215 Crown Files concluded in Provincial Court - data not available of appeals concluded - data not available of appeals concluded

Measures in the gray cells were calculated based on actual data for the period where data was available from the CRN system, plus estimates for locations that moved to JUSTIN.

MINISTRY OF ATTORNEY GENERAL

Branch: Criminal Justice
Program: Criminal Prosecution Program

Key Objectives and Deliverables	Performance Measures Outcomes	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
To apply the Branch charge approval policy to assess all allegations of offences in the Province. Charge assessment decisions relating to all accused named on all RCC's, breaches and FTA's received by Crown Counsel	# of charge assessment conducted (per accused) # of Accused Approved to Court for judicial decision # of Accused referred to Alternate Measures # of Accused not charged with an offence # of Accused where a decision is pending	105,336 charge assessment conducted (per accused) 86,321 Accused Approved to Court for judicial decision 5,083 Accused referred to Alternate Measures 10,820 Accused not charged with an offence 3,112 Accused where a decision is pending	% of Accused Approved to Court for judicial decision % of Accused referred to Alternate Measures % of Accused not charged with an offence % of Accused where a decision is pending	81.9% of Accused Approved to Court for judicial decision 4.8% of Accused referred to Alternate Measures 10.3% of Accused not charged with an offence 3.0% of Accused where a decision is pending
To ensure a prosecutor is available to conduct all offences approved for prosecution in the Province. - Conduct of prosecutions of offences in the Province To ensure an appellate counsel is available to initiate and conduct all appeals and other proceedings in respect of any prosecution in the Province - Initiation of appeals and other associated proceedings - Conduct all appeals and other associated proceedings To ensure an appellate counsel is available to and conduct all appeals and other proceedings in respect of any prosecution in the Province, where the Crown is named as the respondent - Conduct of appeals and other proceedings in respect of any prosecution in the Province, where the Crown is named as the respondent	# of prosecutions initiated and conducted # of appeals initiated by Crown # of appeals initiated by defence where Crown named as respondent	75,554 Crown Files initiated 18 appeals initiated by Crown (BCCA plus Supreme Court of Canada) 275 appeals initiated by defence and Crown was named as respondent (BCCA plus Supreme Court of Canada)	# of Crown Files concluded in Provincial Court # of Crown initiated appeals conducted # of concluded appeals that were initiated by defence and Crown was named as respondent	76,215 Crown Files concluded in Provincial Court - data not available of appeals concluded - data not available of appeals concluded

Measures in the gray cells were calculated based on actual data for the period where data was available from the CRN system, plus estimates for locations that moved to JUSTIN.

MINISTRY OF ATTORNEY GENERAL

Branch: Criminal Justice
Program: Victims Services

Key Objectives and Deliverables		Performance Measures Outcomes		Results April 2000 – March 2001
To provide every victim of crime with the opportunity to make a "Victim Impact Statement or Information" (VIS/VII) at the time of sentencing (legislated by the Victims of Crime Act (VOCA)) - Victims (VOCA) provided opportunity to make an impact statement - Victim impact statements presented to the court To provide every victim of crime with the opportunity to be informed of case events (legislated by the Victims of Crime Act (VOCA)) - Victims provided opportunity to be informed of case events To facilitate the appropriate involvement of vulnerable victims and witnesses in the prosecution process through the provision of information and support - Provision of information and support to vulnerable victims Facilitate the appropriate involvement of victims and witnesses of serious crime in the prosecution process through the provision of information and support - Provision of information and support to victims and witnesses of serious crime	# and % of victims given opportunity to make a statement at the time of sentencing (victims contacted) # and % of victims providing an impact statement (VIS/VII) (victims taking advantage of opportunity)	35,478 New Victims Served 33,278 (93.9%) victims given opportunity to make a statement at the time of sentencing (victims contacted) 6,057 (18.2%) victims providing an impact statement (VIS/VII) (victims taking advantage of opportunity)	# and % of victim impact statements presented to the court	2,356 (38.9%) of victim impact statements presented to the court
	# and % of victims requesting to be informed of case events (victims taking advantage of opportunity)	9,917 (29.8%) of victims requesting to be informed of case events (victims taking advantage of opportunity)		
	# of vulnerable victims and witnesses identified	13,871 victims were vulnerable victims identified	# and % of vulnerable serious crime victims and witnesses receiving information and support	5,923 (42.7%) of vulnerable crime victims and witnesses receiving information and support
	# of serious crime victims and witnesses identified	8,832 victims of serious crime identified	# and % of serious crime victims and witnesses receiving information and support	5,326 (60.3%) of serious crime victims and witnesses receiving information and support

Measures in the gray cells were calculated based on actual data for the period where data was available from the CRN system, plus estimates for locations that moved to JUSTIN.

MINISTRY OF ATTORNEY GENERAL

REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Dangerous Offender Program	2	\$200	2	\$179
Criminal Prosecution Program	676 ¹	\$69,864 ¹	730	\$72,477
Victims Services	70	\$3,200	71	\$4,030
CRIMINAL JUSTICE BRANCH TOTALS	748¹	\$73,264^{1 2}	803	\$76,686

¹ These projections presented in the Performance Plan for 2000/2001 underestimated the additional resources that were required to support the Crown Counsel Air India Prosecution Team and to implement the Criminal Caseload Management Rules.

² This projection incorrectly appeared in the Performance Plan for 2000/2001 as \$72,278.

MINISTRY OF ATTORNEY GENERAL

Branch: Investigation, Inspection and Standards Office

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
- Statutory investigations on request - Inspections of programs/facilities ⇒ Implement program reviews to complement location inspections ⇒ Enhance usage of electronic data reviews - Review of disciplinary appeals ⇒ implement inspector qualification for appeal review - Investigations of complaints	- Investigations completed on request - Schedule and complete one program review in Community Corrections # of inspections integrating electronic data reviews in Corrections inspections and Court Services Branch inspections # of appeals reviewed - Qualify new inspectors to review appeals within 90 days of appointment # of complaint investigations completed	16 investigations completed – 33% increase over prior year - Deferred to 2001/02 due to workload - Completed ten inspections in Court Services Branch using electronic data reviews - Electronic data reviews in Corrections Branch deferred until 2001/02 159 appeals reviewed - Due to staff turnover, qualification of inspectors deferred to 2001/2002 - Inspectors investigated 500 complaints, a 4% increase over prior year	- Increased public and government confidence in the integrity of the justice system # of recommendations responded to by the operational branches that are under review	- On request, investigation reports are severed and released to the public 691 recommendations emanating from investigations, inspections and complaint reviews responded to by branches

REPORT ON RESOURCES

	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
INVESTIGATION, INSPECTION AND STANDARDS OFFICE TOTALS	11 ¹	\$861 ¹	11.1	\$935

¹ Projected resources as of April 30, 2000. A subsequent budget amendment increased the resources available for fiscal year 2000-2001 to 12 FTEs and \$943,000.

MINISTRY OF ATTORNEY GENERAL

Branch: Land Title

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide alternative/enhancements to document receipt procedures: • Develop the Electronic Filing System • Use of pre-authorized payments under the Electronic Filing System • Identify and evaluate alternative payment methods Continue to develop greater customer understanding of Land Title Branch function and services: • Develop and distribute information packages on the role of the Land Title Branch and the services provided. Information will be available in multi-lingual format • Meet with professional groups to discuss Branch role and services • Write articles for professional publications on Land Title Branch	• System designed and development initiated • Pre-authorized payments designed and development initiated • Alternative payment methods evaluated and if feasible made available to customers • Information package produced and distributed • Information package available on Land Title Branch Web site • Minimum of one presentation per year conducted by registrars • Minimum of two articles published	• Functional and technical architecture completed • Procedures defined • Evaluation complete and made available to clients • Information packages published in English, Mandarin and Punjabi • Not complete • At least 10 presentations • Three articles published	• Use of alternative payment methods (if implemented) • Reduction in time required to service out-of-scope services	• Interac installed in 2 sites as a pilot. Evaluation of usage not complete • Measurement has proven to be difficult to quantify, but public response has been positive and repeat callers reduced by an estimated 1/3
Continue to implement the Human Resource Strategy Key Priorities • Review of training required by each employee	• Appropriate training provided & documented	• Each office identified training requirements. In-house and external training provided to all staff		

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- Continue to refine policies for flexible work arrangements - Complete Attendance Awareness Program - Monitor change in overall and individual attendance	- Documented review of policies - Implementation of flexible work arrangements (if feasible)	- Several policies revised, including historical record access and storage; and mail application and plan intake policy - Increased working hours from 8 am to 5 pm - Attendance Awareness Program completed in the Lower Mainland Land Title Office	Improved employee attendance evidenced by a decrease in overall STIIP and use of appointment leave	Significant improvement in employee attendance. Moved from the lowest in the ministry to, at least, equaling the ministry average
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REPORT ON RESOURCES

	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
LAND TITLE BRANCH TOTALS	183	\$16,121	168.5	\$14,305

MINISTRY OF ATTORNEY GENERAL

Branch: Legal Services
Program: Dispute Resolution Office

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Expand use of mediation and other early settlement devices in civil, non-family cases - Expand scope of Supreme Court cases in mediation - Expand Court Mediation Practicum - Enhance public access to qualified mediators - Disseminate mediation information to the judiciary, bar and public	- Increased scope over 99/00 - Increased # of Small Claims cases mediated over 99/00 - Increased size and frequency of use of Mediator Roster over 99/00	- Law and Equity Act amended June 15/00 and Notice to Mediate (General) Regulation in force Feb. 15/01 101% increase in # of mediations over 99/00 156% increase in frequency of use over 99/00 16% increase in size of roster (108 in 2001 vs 93 in 1999) - in progress; evaluation framework revised for better data capture	- Increased early settlements - Reduced costs - Participant satisfaction	- settlement rates for all small claims mediations (voluntary and mandatory) = 60% - satisfaction with the mediation process remains high; on average, 91% of participants surveyed would mediate again, including participants in cases where no issues were settled
Expand use of Alternative Dispute Resolution (ADR) in family law cases - Maintain 5 Family Justice Registries - Expand Mandatory Parenting After Separation Program (MPAS) - Increase use of child protection mediation - Write MPAS into provincial court rules	- Family Justice Services Division evaluation of Rule 5 registries completed - MPAS expanded to 3 more registries - Increased use of mediation to 250 cases - OIC produced	3 registries added Sept. 18/00 and planning for further expansion in 2001 60 cases mediated - OIC to amend court rules to coincide with MPAS expansion 2001	New rules in force	- new Practice Direction in force Sept. 18/00 - consultation re: MPAS rule in progress
Expand use of ADR in Government - Develop ADR and case flow management with Legal Services Branch (LSB) - Provide ADR advice to Ministries, Agencies, Boards, Commissions and Tribunals - Develop a strategy for using ADR in range of disputes involving First Nations	- ADR/Case flow management pilot (historical abuse) implemented in LSB - Completion of a strategy paper for using ADR in disputes involving First Nations	- policy and pilot design completed - first draft completed		

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Provide ADR Training, education and promotion • Provide speeches and presentations to judiciary, bar and public on ADR and DRO • Participate in reform initiatives with judiciary	• Speech and presentation requests met • Participation maintained at current levels	• All requests met (22)	• Positive feedback from participants	• positive feedback reflected in letters of appreciation, meeting minutes and public support for DRO initiatives • awards to staff: Public Service (Gold) Award for Innovation and Equity, and CBA JohnTait Award – Excellence in Public Sector Law
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MINISTRY OF ATTORNEY GENERAL

Branch: Legal Services
Program: not applicable

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide comprehensive civil legal services to government on a timely basis • Meet government needs for legal services on a timely basis • Represent government before courts and administrative tribunals	• # of areas where services are delivered • # of cases represented by Legal Services Branch	• Services delivered to 24 ministries and 7 agencies • information not yet available		
Improve service delivery to client ministries, while maintaining cost-effective model • Provide satisfactory service to all clients • Deliver agreed upon levels of service to all clients	• Comparison of negotiated service levels to actual service levels	• information not available	• % of clients satisfied with service as determined by survey	• 91%
• Increase use of in-house counsel to deliver services in the most cost effective way	• Increase in % of legal services handled by LSB	• information not available	• Enhanced cost effectiveness	• information not available
• Negotiate Memorandum of Understanding (MOU) with all client ministries and establish regular review of legal services with client ministries	• # of MOUs • # of client reviews	• 24 agreements • none completed for fiscal 2000/2001; client survey not completed until April 2001	• Client satisfaction	• none completed for fiscal 2000/2001
Draft legislation and regulations in accordance with cabinet direction • Produce high quality legislative drafts				
Implement new processes and apply technology to improve the delivery of services • Implement recommendations of the Historical Abuse review process • Implement recommendations of the Civil Litigation File Review • Implement Aboriginal Law Research System (ALRS) • Implement Legal Opinions Database • Implement a Branch intranet	• Successful implementation of projects	• implementation delayed because of funding • 1st phase implemented effective April 1, 2001 • technology selected and acquired • project will begin June 2001	• Enhanced use of technology to assist in timely and consistent research and case management	• ALRS project now fully under way; business case measurement to begin in fiscal 2001/2002

MINISTRY OF ATTORNEY GENERAL

Implement recommendations of contracting review process		new tracking system implemented, along with streamlined work processes		
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REPORT ON RESOURCES

	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
LEGAL SERVICES BRANCH TOTALS	300	\$23,731	318.5 ¹	\$29,958 ¹

¹The branch budget underwent a contingency adjustment during fiscal year 2000-2001 to accommodate additional expenditures for the Jericho Individual Compensation Program, the Aboriginal Law Research System, and Crown Counsel Agreement costs.

MINISTRY OF ATTORNEY GENERAL

Branch: Liquor Control and Licensing

Program: Liquor Policy Review

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000–March 2001	Performance Measures Outcomes	Results April 2000–March 2001
Maximize efficiency of business processes - Develop a new licence approval process including fee schedules - Design and implement a new licence scheme for liquor retailers	- Reduced LCLB licence approval processing time to 6-12 weeks - Reduced licence classes from 10 to 2	- New licence regulations implemented; will permit bars to increase patron capacity and restaurants to permit drinking without food. As of March 31, 2001 a total of 732 applications for bars to increase capacity and 231 applications for restaurants to permit drinking without food were in process - Initial fee schedule changes to fund implementation approved by government July 2000 - Multiple legislative and policy changes approved for existing licensees for transition to new scheme	# of licence applications heard by local government	Project under way
Review and improve the processes and procedures of administrative and quasi judicial decision-makers - Amend LCLA and regulations to allow for winery endorsement for serving wine on premises - Remove requirement for pre-approval of advertising and sponsorships by manufacturers by adopting federal regulations - Eliminate requirement to apply for separate licence for wine tasting				Outcomes will be achieved in latter part of 2001/2002
Apply new technology to justice, administrative and regulatory processes Design and develop a new branch administrative and operational system	- Preparation of RFL and regulatory draft - CRTC regulations adopted 1 licence class implemented	100% completed 100% completed 100% completed	Electronic linkages established with key external stakeholders	Results to be reported on systems implementation – fiscal year 2002/2003

MINISTRY OF ATTORNEY GENERAL

	System design completed, development initiated	- RFP complete - High-level business requirements complete		
Foster partnership with industry to: - Implement changes to the Responsible Beverage program - Focus inspector activities on compliance and enforcement - Propose legislative changes	- Changes implemented - Increased inspection activities - Preparation of RFL and regulatory drafts as approved	- Work on RBS now scheduled for April 2002 - New enforcement program implemented January 15, 2001 - As of March 31, 2001 a total of 3067 inspections conducted and 182 contravention notices issued - Quality of inspections improved by expansion of factors to be reviewed during inspection and improved documentation of results - Inspector training in new program completed in November 2000, followed by one day training review March 2001	- Improved voluntary compliance with provincial acts and regulations - Reduced incidents of illicit liquor found/seized during premise inspections	- Newly implemented program. Anecdotal reports from liquor inspectors indicate increased levels of voluntary compliance - Commitment to conduct internal audit of new enforcement program starting September 2001

REPORT ON RESOURCES

	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
LIQUOR CONTROL AND LICENSING BRANCH TOTALS	80	Net \$1000	79.6	(56)

MINISTRY OF ATTORNEY GENERAL

Branch: Management Services
Program: Personnel Services Division

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Implement Human Resource Strategies: <u>Employment Equity:</u> - Review of barriers for recruitment and retention - Action plan to remove barriers <u>Employee Appreciation and Recognition</u> - Develop strategies to enhance employee appreciation and recognition activities <u>Succession Planning</u> - Quarterly reports to Supportive Workplace Committee (SWC) and Executive - Identification of mission critical succession requirements - Detailed succession plan <u>Corporate Training Strategy</u> - Review existing corporate training against the Strategy - Establish a training evaluation model	- Implementation of Action Plan # of employees who participated in the program - Quarterly reports provided - Succession requirements identified - Detailed Branch succession plans in place - Training review reported to SWC and Executive. - Evaluation model approved by SWC and Executive	- Adult Custody Employment Systems Review initiated 900 employees participated in the program - Reporting changed to annual format - Requirements identified on a ministry wide basis - Replanned for 2000/2001 - Completed. - Completed	- Elimination of barriers for equity target groups - Enhanced operational efficiencies and employee satisfaction - Ministry succession requirements will be identified and planned for - Corporate training is consistent with ministry strategic goals and business plans - Enhanced staff capacity and satisfaction with current jobs and future opportunities	- Plan implementation delayed due to Master Bargaining - Results will be reported in 2001/2002 - Seven cost saving ideas implemented - Total savings to Ministry not yet available - Ministry succession requirements identified - Branch level planning not complete - In progress and on-going - Impact Evaluation report will be available at the end of 2001/2002

MINISTRY OF ATTORNEY GENERAL

<u>Management of Illness and Injury</u> - Quarterly statistical reports - Assist Branches to develop action plans	- Quarterly reports provided to SWC and Executive # of Branches with STIIP utilization meeting government average	- Completed and on-going - Five Branches met or exceeded government average	Reduce overall ministry STIIP utilization to a level at or below the government average	- Ministry average remained 9.4 as compared to government average at 9.0 - Results reflect increase in government average and no change in ministry
<u>Performance Management</u> Strategy to ensure implementation of Performance Management Plans for all management employees	100 % of all management employees to receive performance evaluations	- Results showed 24% participation – a decrease from previous year - Strategy re-planned for 2001/2002 due to low success rate	Performance evaluations for all management staff on an annual basis	Ministry strategy and outcome measures have been re-planned due to low success rate
<u>Business Planning</u> Ongoing training for managers in business planning, including the incorporation of human resource planning	# of managers received business planning training	25 managers trained	Business and human resource planning form part of the normal operational cycle of each branch	Completed and on-going

MINISTRY OF ATTORNEY GENERAL

Branch: Management Services
Program: Information and Privacy

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Increase employee awareness of the <i>Freedom of Information and Protection of Privacy Act</i> and their related responsibilities: • prepare and distribute information brochures as appropriate • provide training as required Enhance quality and consistency in response to Freedom of Information requests: • continue additions to precedents directory • conduct staff workshops to review relevant request files Enhance protection of personal information in the Ministry • completion of privacy impact assessments • review practices of target programs in their handling of personal information	• brochures read • # training sessions • # staff workshops • # Privacy Investigations	• Accessed on intranet by approximately 50 employees per month • 4 Sessions completed with 100 participants • 4 Sessions • 3 Privacy Investigations	• Fewer contacts from branches requesting basic information • Fewer analyst consultations with Manager • Fewer Investigations	• 5% Fewer requests • 10% Fewer requests • 0% change from previous year

MINISTRY OF ATTORNEY GENERAL

Branch: Management Services
Program: Information Technology Services Division

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Centralized Desktop Management Implement centralized desktop management (SMS) province-wide to facilitate servicing Ministry computers (software repair and update)	- Automated inventory of installed desktop systems % of total Ministry desktops supported by SMS - Phasing into Headquarters Sept-Nov, 2000, and JUSTIN sites Oct-Dec, 2000	- Inventory complete 100% of sites with an NT LAN are now supported by SMS. This is about 4300 desktops out of a total of 5500 staff 100% of 140 servers are supported by SMS - Deployment completed for Headquarters sites - Deployment completed for JUSTIN sites	- Increased service at decreased cost by comparing unit cost year at set service levels - Calls forwarded to Syscom should reduce and calls handled by ITS (1st point of contact) should increase	\$200,000 reduction in billings from Syscom - replaced McAfee anti virus with Norton using SMS, instead of physically installing new utility on every desktop (4300)
Provincial Implementation of JUSTIN Plan and assist provincial implementation of JUSTIN (technology related costs for provincial JUSTIN implementation estimated at approximately \$1,000,000)	# of ACTS, CITS, RITS sites upgraded to integrated province-wide Justice system	- Network upgrades in 44 Courthouses and 25 Crown sites - All ancillary adult, youth probation, police and Federal Crown sites - Courts, Crown and probation staff trained in application. Those Branches will measure results - JUSTIN installed in approximately 140 sites - Data conversion completed in all 69 Court and Crown sites	Improved availability of shared information to all criminal justice system workers, thereby increasing public safety	94% coverage of Provincial Adult Criminal, Youth and Traffic cases - Rollout schedule met

MINISTRY OF ATTORNEY GENERAL

Higher Bandwidth and Increased Security Higher bandwidth and increased security for all Ministry sites with focus on Vancouver and Victoria core (10 major sites)	Network links (LANs, WAN) which meet minimum performance and security standards	- Completed in 29 JUSTIN and 10 major correctional centre sites 100% of Ministry authorized users have required connectivity for corporate systems (CHIPS, CAS), e-mail, and applications such as JUSTIN, prisoner tracking, etc. and web browser access to do their jobs	- Higher client satisfaction and fewer complaints about system response time - Conduct a survey of client satisfaction - Faster response time, reduced network failures, reduced risk of security breaches	- Network speed is adequate for staff to perform their jobs - Impact affects Crown and Courts and will be measured by them - Impact is avoided security breaches; may be impossible to measure
Support and Develop Ministry WEB sites Continue to support and develop Ministry WEB sites (Internet and Intranet) to support better information dissemination both within and outside the Ministry and begin to provide support to Ministry staff and program delivery	% of Ministry users able to connect to the WEB # of business functions supported through WEB interface # of lines upgraded # of vulnerability assessments completed # of firewalls installed	70% of Ministry sites and 95% of Ministry staff have WEB access - Anticipate several WEB based applications will be developed over the next year to support Ministry business functions. Proof of concept for JUSTIN use via the WEB complete. Oracle server to put JUSTIN on WEB acquired 30% of remaining sites remain to be upgraded for WEB access 4 assessments complete: 222 Main St., Library Society, Smith Commisn North Fraser Pretrial 2 installed - at Fraser Regional Correctional Centre & 4000 Seymour	- Improved Ministry communications and enhanced automated service integration # of hits to Internet and Intranet sites, # of sessions	- Dec. 2001 is target date for completing prototype for using common access portal to access WEB based JUSTIN - WEB sites supported: Internet Sites - 26 in total (New Sites - 5) Intranet Sites - 23 (New Sites - 8) - Number of hits to Internet and Intranet sites and number of sessions have shown a steep growth curve: Approximate monthly hits: Internet: 142,000 Intranet: 96,000 Approx. monthly sessions Internet: 105,000 Intranet: 65,000

MINISTRY OF ATTORNEY GENERAL

Branch: Management Services
Program: Finance and Administration Division

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Contract Management Develop practical contract management tool kit consisting of matrices, guidelines, templates and boilerplate documents	Distribution of tool kit to all branch representatives	toolkit complete and on web-site	Improved efficiency in contracting process – survey branches	Branch Survey results show toolkit is an excellent resource, very useful – rated 4 out of 5
Develop and deliver ministry specific training programs for managers and administrative staff to facilitate a more effective and efficient contract management process and ensure compliance with government/ministry policy and procedures	- Web-based training programs for managers - Classroom based training program for administrative staff # of participants of training programs	- Computer based training (CBT) draft complete. To be piloted June 18/01 - Classroom training cancelled – replaced by CBT - Training to begin July 2001	- Improved effectiveness in contract management and compliance with contract policy evidenced by audits and reviews - Reduction in routine requests for advice/assistance enabling Contract Management Team to apply more resources to more complex issues and other priority work	- Evidence of improvement in contract management (including audit recommendations). Baseline data to be set in 2001/2002 - During 2000/2001 established baseline statistics by recording calls for routine assistance and advice. E-mail requests will also be tracked in 2001/2002. Received 487 contract calls in 2000/2001, of which about 60% were routine requests

MINISTRY OF ATTORNEY GENERAL

REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Personnel Services	51	\$3,251	62.7	\$3,336
Information Technology Services	88	\$16,683	83.1	\$20,111
Finance and Administration	103.5 ¹	\$5,357 ¹	101.6 ¹	\$5,446 ¹
MANAGEMENT SERVICES BRANCH TOTALS²	242.5	\$25,291	247.4	\$28,893

¹An internal reorganization during 2000/2001 resulted in the amalgamation of Information and Privacy Division with the Finance and Administration Division. Finance and Administration figures include all resources previously assigned to Information and Privacy. These resources were reported separately in the Performance Plan for 2000/2001.

²Totals reflect the three divisions included in the Performance Plan for 2000/2001 and do not cover Facilities Services Division or the Office of the Assistant Deputy Minister of Management Services.

MINISTRY OF ATTORNEY GENERAL

Branch: Policy, Planning and Legislation
Program: Agencies, Boards and Commissions

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide policy support on issues affecting Agencies, Boards and Commissions (ABCs) and Commissions of Inquiry - Develop and distribute training materials for chairs/appointees to ABCs and ministry program contacts - Develop model Memorandum of Understanding (MOU) for ministries and associated ABCs - Develop guidelines for Commissions of Inquiry	# of materials produced # of training events - completion of model MOU % of ABCs with signed agreements # of ministers/deputy ministers informed about guidelines	- Orientation Guide; Media Guide for ABC Chairs; Appointments to MAG ABC's: Procedural Guidelines - ABC Chairs Workshop; Western CASHRA - Draft Model Completed – July 2000 - Discussions under way with all ABC's; Agreement to proceed with MOU development - Human Rights Tribunal - Commissions of Inquiry Guidelines completed and approved Dec 2000; submitted to Treasury Board Secretariat Jan 23, 2001	- Improved skills through training - Consistent and quality decision-making	- Appointment of qualified individuals to ABC's; appointments made in a timely way; enhanced awareness of appropriate procedures for all parties - Enhanced awareness of need for accountability of arm's length agencies; greater accountability, more regular exchanges of management information - Improved administration of Commission established under the Inquiry Act: Medical Contractual Relationships (Korbin); Smith Commission

MINISTRY OF ATTORNEY GENERAL

Provide policy support on human rights initiative - Identify and analyze outstanding issues - Submit provincial reports as required by various international human rights covenants	# of issues identified and analyzed # of reports submitted	- Legal aid services; complaints procedures; services for people with disabilities, hate, racism and related intolerance transgendered people; guide animals United Nations Human Rights Conventions – 3rd and 4th Reports on Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (Oct. 3, 2000); 2nd Report on Convention on the Rights of the Child (May 17, 2000); 5th Report on the Convention on the Elimination of all Forms of Discrimination against Women (Jan 1, 2001) Organization of American States - Response to Inter-American Human Rights Commission	- Enhanced understanding of identified issues - International obligations met
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MINISTRY OF ATTORNEY GENERAL

Branch: Policy, Planning and Legislation
Program: Consumer Policy & Program Development

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000--March 2001	Performance Measures Outcomes	Results April 2000--March 2001
Develop appropriate legislative initiatives in the areas of landlord-tenant law, general consumer protection law, and the consumer protection regulation of specific industries within the Ministry's mandate, to: - Respond to identified issues - Fulfill Federal/Provincial/Territorial (F/P/T) commitments to harmonize legislation - Streamline processes for business, consumers and government, and - Clarify and maintain statutes up to date - Focus on seniors as vulnerable consumers	Cabinet submission and other documents for legislative approval, introduction and proclamation processes	All documentation completed for: - Manufactured Home Pad Assignment and Sublet Regulation - Cost of Consumer Credit Disclosure Act - amendment to the Manufactured Home Pad Rent Increase Regulation - bringing relevant sections of the Miscellaneous Amendment Act (no. 2), 2000 affecting the Residential Tenancy Act into force - amendment to the Rent Adjustment Regulation	New legislation in force	- Manufactured Home Pad Assignment and Sublet Regulation OIC approved May 18, 2000 effective June 15, 2000 - Cost of Consumer Credit Disclosure Act passed June 15, 2000 - Manufactured Home Pad Rent Increase Regulation OIC approved June 15, 2000 to set the allowable inflation and capital adjustment rates for rent increases for 2001 - OIC bringing sections of the Residential Tenancy Act into force approved July 27, 2000 - Rent Adjustment Regulation OIC approved September 12, 2000 to set the allowable inflation and capital adjustment rates for rent increases for 2001

MINISTRY OF ATTORNEY GENERAL

		• amendment to the Residential Tenancy Regulation • amendment to the Motor Dealer Act Regulation • amendment to the Debt Collection Regulation • to the Credit Reporting Regulations • amendment to the Motor Dealer Customer Compensation Fund Regulation • amendment to the Cemetery and Funeral Services Plans Regulation and the Cemetery General Regulation • bringing section 54(5)(e) of the Residential Tenancy Act into force		• OIC to amend Residential Tenancy Regulation approved October 12, 2000 to specify when a dispute resolution subcommittee may not be appointed • Motor Dealer Act Regulation OIC approved December 7, 2000 to increase licence fee to include cost of criminal record check • Debt Collection Regulation OIC approved December 7, 2000 to increase licence fee to include cost of criminal record check • Credit Reporting Regulations OIC approved December 7, 2000 to increase licence fee to include cost of criminal record check • Customer Compensation Fund Regulation OIC approved January 26, 2001 to clarify when registrar can waive contributions • Cemetery and Funeral Services Plans Regulation and the Cemetery General Regulation OIC approved March 8, 2001 • Section 54(5)(e) of the Residential Tenancy Act brought into force March 30, 2001 - unreasonable hardship for end of tenancy
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MINISTRY OF ATTORNEY GENERAL

Participate with F/P/T Consumer Affairs counterparts to develop responses to consumer protection issues requiring or benefiting from inter-jurisdictional co-operation, including initiatives regarding: • Pay day loans (and other alternative consumer credit grantors) • Electronic commerce	• New policies, procedures and consumer awareness strategies	• repeal and replace Residential Tenancy Regulation • All documentation completed for Bill to require the mandatory labelling of genetically engineered food • Consultation on Cost of Credit Disclosure Regulations complete and drafting of regulation near completion • Co-hosted a national roundtable on the Alternative Consumer Credit Market, June 2000 • Consultation with stakeholders in progress • In progress	• Improved consumer protection	• OIC in new reporting year (April 11, 2001) • Bill was introduced as an exposure bill in the new reporting year (April 4, 2001)
Develop provincial standards for local government anti-fencing bylaws • Identify secondhand goods and dealers to be covered • Identify ways of improving enforceability of bylaws	• Consultation for input from stakeholders, including police, UBCM, industry • Development of options for bylaw provisions	• Complete • Complete		• Responsibility for implementing this initiative was transferred to Public Safety and Regulatory Branch in July 2000.

MINISTRY OF ATTORNEY GENERAL

Branch: Policy, Planning and Legislation
Program: Corporate Planning and Evaluation

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Manage the corporate planning cycle including strategic and business planning, performance monitoring and consultation - Produce annual business plan and performance reports Establish Ministry evaluation priorities and manage the ministry evaluation process - Develop evaluation plan and conduct evaluations Facilitate Policy, Planning and Legislation (PPL) Branch planning activities - Manage Branch Business Continuation Plan - PPL planning session as required Manage and facilitate information exchange between the Ministry and the Canadian Centre for Justice Statistics (CCJS) - Perform CCJS Liaison Officer duties Provide Ministry-level information analysis - Key Indicator Report (KIR) Develop Information systems to improve efficiency and effectiveness: - Complete iteration #1 of Corrections Branch Data Mart, complete iteration #2 of Criminal Justice and Court Services Data Marts, iteration #1 of the Corporate Data Mart completed of the Enterprise Data Warehouse project	- Completion of business plan and reports - Evaluation plan adopted by Executive; completion of planned evaluations - Completion of PPL plan - Timely information exchange - Produce Key Indicator Report; other products as required - Iterations or data marts completed as per schedule	2001/02 Ministry plan and 2000/01 performance reports completed on schedule - Evaluations on schedule. Plan incomplete pending adoption of new policy - Plan complete - CCJS liaison proceeding as planned. Adult Courts project in progress - KIR suspended pending analysis of info requirements and completion of staffing action - Data warehouse project suspended pending completion of project review	Increased accountability	Performance reports enable Ministry to compare results with planned targets. In addition, the Division coordinated a cross-ministry team that developed an extensive list of recommendations to improve accountability within the organization

MINISTRY OF ATTORNEY GENERAL

Branch: Policy, Planning and Legislation
Program: Legislation

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Develop and provide advice on civil law legislative policy to Minister and the government: - identify, research and analyze legal policy issues Manage the Ministry's legislative program in order to meet prescribed timelines: - Coordinate and prepare legislative initiatives and RFLs - Assist Executive in prioritizing legislative submissions in support of strategic priorities - Provide policy advice/support to Minister in Legislative Assembly	- Timely provision of advice and policy positions - Completion of annual legislative program	- Policy advice and documents provided on a number of issues as required - Completion of 2000 legislative program: Holocaust Memorial Day Act, Definition of Spouse Amendment Act, Electoral Districts Amendment Act, and Cost of Consumer Credit Disclosure Act, Miscellaneous Statutes Amendment Act: Coroners Act, Estate Administration Act, Notaries Act, Provincial Court Act, Public Guardian and Trustee Act Miscellaneous Statutes Amendment Act #2: Crown Counsel Act, Criminal Records Review Act, Law and Equity Act, Local Government Act and Vancouver Charter, Limitation Act, Ombudsman Act, and Residential Tenancy Act		- annual commemoration of Holocaust Memorial Day provided in legislation - numerous provincial statutes modernized to extend rights, benefits, and obligations to same sex couples - ensured correct legal descriptions of electoral districts - miscellaneous amendments included: ⇒ expanded role of mediation in court process and ⇒ authority for animal control officers to obtain warrants for seizing dangerous dogs and ability to apply to provincial court for orders to destroy dangerous dogs [see Consumer Policy Section for Cost of Consumer Credit Disclosure and Residential Tenancy Acts]

MINISTRY OF ATTORNEY GENERAL

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Participate in F/P/T Law Reform and Civil Justice Initiatives: • BC's Jurisdictional Representative to Uniform Law Conference of Canada; and member of National Steering Committee • BC representative on federal Department of Justice Advisory Group on Private International Law • Co-Chair of F/P/T Civil Justice Committee Provide information resource for explanations with respect to legislative process and legal policy issues: • Intra-ministry information resource and communications • Correspondence and written materials	• Successful planning and hosting of 2000 annual Uniform Law Conference meeting in Victoria • Successful dissemination and explanation of materials and information to ministry staff and interested parties • Completion of materials for C.L.E. course on effecting change to law via legislation	• 2000 annual Uniform Law Conference meeting in Victoria, hosted August 2000 successfully • Information and materials provided to staff and interested parties • Materials used by Deputy Attorney General in address to C.L.E. course effecting change to law via legislation	• Completion and adoption by Uniform Law Conference of issues paper and legislative recommendations for a uniform unclaimed intangible property statute	• Issue Paper and legislative recommendations approved by Uniform Law Conference

MINISTRY OF ATTORNEY GENERAL

Branch: Policy, Planning and Legislation
Program: Policy

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Develop and provide advice to Executive and Minister on priority policy issues, particularly intergovernmental, interministerial and interbranch issues - Represent Ministry and advance BC positions at CCSO, CCJS and working group approved by FPTDMS of Justice - Support DAG, DM and Minister at FPTDMS and Ministers of Justice meetings - Support Hate Crime Team to develop a business plan and host international conference on hate crime - Support Provincial Prostitution Unit and ADMS Committee on prostitution by completing police training manual, updating provincial action plan - Advance restorative justice initiative by developing public document and providing information to Crown judiciary and police - Assist Aboriginal communities through implementation of funding MOU for restorative justice programs - Develop report on access enforcement mechanisms and plan for custody and access consultations - Consult on new guidelines to determine satisfaction and need for amendments - Support violence against women and children initiative - Coordinate management of implementation of new Youth Criminal Justice Act (YCJA)	- Briefing materials; discussion papers; meetings attended - Plan complete; forum hosted - Manual complete; plan updated - Paper distributed #sessions held - More programs - Report developed; plan developed - Consultation undertaken - Policies published - Funding applications approved; training under way; systems adjusted	- Prepared briefing materials for 1 Ministers of Justice Meeting; 3 Deputy Ministers Meetings; 2 CCSO Meetings; 3 CPIC Meetings and meetings of various working groups. Supported Minister and Deputy Ministers via pre-briefings and attendance - Prepared discussion paper with Idaho on justice issues and crime prevention for Western Premiers/Western Governors Conference - Hate Crime Team business plan developed - International Hate Conference planned for November 2001 - PPU police training manual completed - Action plans updated for ADMs Committee and PPU - More Aboriginal Justice programs funded under terms of MOU - MOU extended to end of March 2002	- National policies/CCC amendments which reflect BC's positions - Increase in arrests & successful prosecutions of hate crime & prostitution related offences - Increased use of restorative justice measures	- Federal Bill C15 contains luring and child pornography provisions advanced by BC - Ministers of Justice agreed to BC's proposal to develop a national strategy to address video violence - Western Premiers and Governors pledged cross border cooperation on justice issues and crime prevention. - Increased police enforcement capability and increased number of charges laid against adults buying sex from youth - Hate incidents database developed to profile hate crime and assist in arrests and prosecutions - Increased use of restorative justice programs. Evaluation of Community Accountability Programs under way at March 31, 2001 - Federal evaluation of Aboriginal justice programs indicates positive impact across the country including BC

MINISTRY OF ATTORNEY GENERAL

		• Child support guidelines consultation complete • Amendments to guideline effective November 2000 • Planned family justice website (to be in place by September 2001) • Custody and access consultation paper developed and consultation plan in place (for June 2001 process) • VAWC Policies in draft form but not published • Developed violent video games act initiative • Developed sex offender registry act initiative • Federal delay of YCJA: BC's funding applications approved; monies recovered from DoJ for 1999/2000 funded projects	• Greater consistency in child support orders • Preparedness for new YCJA by implementation date	• Evaluation of child support guidelines not completed by March 2001 • Video Games Act and Sex Offender Registry Act introduced in March 2001 (passed but not in effect) • Implementation date not known for YCJA; Bill not finalized as of March 2001; preliminary implementation plans in place
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MINISTRY OF ATTORNEY GENERAL

REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Agencies, Boards and Commissions	3.5	\$268	4.9	\$411
Consumer Policy & Program Development	6	\$430	6.4	\$447
Corporate Planning and Evaluation:	8	\$611	6.5	\$404
Data Warehouse Project	2	\$185	1.9	\$180
Legislation	4	\$380	3.4	\$280
Policy	11	\$880	8.4 ³	\$649 ³
POLICY, PLANNING AND LEGISLATION BRANCH TOTALS	34.5¹	\$2,754²	31.5	\$2,371

¹Original projection of 45 FTEs, as reported in the Performance Plan for 2000/2001, included the Executive Director's Office and the Corporate Issues Division, which became part of the Deputy's Office after the fiscal year began.

²Original projection of \$3,865 included Corporate Issues Division

³Branch reorganized during fiscal year; some FTEs and resources were transferred to Corporate Planning.

MINISTRY OF ATTORNEY GENERAL

Branch: Public Safety and Regulatory
Program: Film Classification Office

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Maintain industry self-compliance with Motion Picture Act, regulations and policies: • Provide classification, licensing and editing guidelines to industry • Educate the industry and public about the classification system Review and classify films and adult videos for BC and Saskatchewan Ensure that the interests of the public and the industry are adequately protected: • Conduct pre-licensing, routine and complaint-driven inspections of all licensees (film distributors, video store outlets and theatres) on an annual basis Improve service request processing turnaround time	• % of industry establishments which are provided with guidelines • % of requests reviewed over requests received • % of licensees inspected • 10% reduction in service turnaround time • # of video tapes viewed per staff person	• 45% • 100% • 35% • achieved • 300	• Reduced # of enforcement actions taken • Reduced # of classification appeals • Reduced # of complaints from the public regarding both licence application and classification	• 3% reduction • 2% reduction • 10% reduction

MINISTRY OF ATTORNEY GENERAL

Branch: Public Safety and Regulatory
Program: Gaming Audit and Investigation Office

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Continue to reduce illegal gaming - Work with Organized Crime Agency (OCA) and other police agencies to implement an illegal gambling strategy Enhance integrity of legal gaming: - Register all gaming suppliers in British Columbia - Register all gaming workers including those at newly established casinos Monitor compliance to provincial gaming legislation and policy: - Conduct six compliance audits of gaming venues - Conduct four use-of-proceeds audits on provincial charities Improve industry and public confidence in Gaming Audit and Investigation Office (GAIO): - Improve service turn around time - Complete all investigations/audits requested by BC Lottery Corporation and BC Gaming Commission on a timely basis - Provide advanced training in technical aspects of gaming to 10 investigators	# of MOUs with enforcement agencies % of suppliers registered % of workers registered # of compliance audits completed # of use-of-proceeds audits completed - Reduced service turn around time # of investigations/audits completed # of investigators trained	- Formal illegal gaming strategy postponed pending TB funding. Continue to assist police on illegal gaming enforcement 75 cases of assisting the police 35 cases referred to the police 41 new corporate registrations completed 931 new gaming worker registrations completed 11 audits completed 2 audits completed - Stats not available 40 post registration investigations/5 audits completed 1 casino auditing course 1 illegal gaming course	# of gambling offences prosecuted - Reduced average hours/assignment	10 cases of assistance to the police resulting in prosecutions for Theft, Cheat at play, Common Gaming House, Proceeds of Crime, etc - Stats not available

MINISTRY OF ATTORNEY GENERAL

Branch: Public Safety and Regulatory
Program: Provincial Emergency Program

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
- Complete introduction of Emergency Information Logging System - Complete introduction of Emergency Management software (Capital resources already committed) - Complete the development and distribution of the BC Emergency Response Management System (BCERMS) Overview Manual - Complete development and distribution of standard operating procedures for provincial central and regional emergency operations centers - Establish and equip a permanent Provincial Regional Emergency Operations Centre (PREOC) sites within each of five Provincial Emergency Program (PEP) regions - Establish a provincial Seismic Safety Committee - Establish an Earthquake Preparedness working group, composed of five additional positions (Additional resources of \$500,000 approved, to be taken from the emergency vote) - Use additional funding in the amount of \$500,000 to enhance the Search and Rescue (SAR) program by introducing a wilderness risk prevention initiative and providing additional health and safety equipment to individual SAR teams. (New resources from emergency vote)	- Introduction completed - BCERMS overview manual distributed - BCERMS standard operations procedures manual distributed - Permanent PREOC sites, Kamloops, lower mainland, Terrace, Nelson, Kamloops, Prince George - Committee established - Earthquake Preparedness working group staffed and working - Introduction of Wilderness Risk Reduction initiative - Distribution of funding for health and safety equipment	- Complete - Phase III to commence July 2001 - Complete - Complete - Temporary PREOC in Surrey 75% complete - Kamloops 80% complete - Nelson and Prince George sites complete - Committee not yet established - Earthquake Preparedness Group not yet staffed - Funding now in question		

MINISTRY OF ATTORNEY GENERAL

Branch: Public Safety and Regulatory
Program: Police Services Division

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Ensure adequate and effective level of police services: - Complete review of RCMP compliance with the Provincial Police Service Agreement - Implement Municipal Police Evaluation model for the 12 independent municipal police departments Ensure adequate and effective level of community policing by volunteer programs: - Implement recommendations of the auxiliary/reserve constable review Ensure adequate and effective level of traffic services and auto crime investigation - Develop a strategic plan for traffic services with stakeholders Implement intersection safety camera program: - Install 30 cameras and 90 data gathering units at 120 intersections Evaluate Auto Theft Task Force (ATTF): - Develop evaluation plan Improve standards, accountability and authority for police and law enforcement agencies: - Subject to applications being received, create 3 designated police units for First Nations self-administered police services	- Report on contract compliance completed - Model approved by municipal Chief Constables - Pilot model implemented on selected topic areas - Review completed and training standards established for auxiliary and reserve constables - Strategic plan developed and approved - Review of all traffic services completed - Installation completed - Evaluation plan developed and approval by ATTF Board - Training of First Nations Police Boards completed	- Report completed - Completed - Completed evaluation on detention facilities - Completed - Strategic plan on hold pending gov't direction "Safe Roads, Safe Communities" report released Dec. 2000 90% completed - Completed - Completed	- Implementation of Recommendations in report - Pilot evaluations completed and recommendations implemented - Training completed for all (new) auxiliary and reserve constables - Implementation of strategic plan by police agencies - Reduced intersection violations and crashes - Evaluation completed and recommendations adopted by ATTF - Legal documents completed and OIC's approved and deposited	- Process established and RCMP to implement recommendations - Completed 170 auxiliaries commenced training. None completed by March 31/01. 26 reserves commenced and finished within the fiscal year - On hold - Evaluation not completed by ICBC - Completed - On-going

MINISTRY OF ATTORNEY GENERAL

• Create designated law enforcement units	• Legal documents to create designated police units (DPU) completed • Framework for establishing designated law enforcement units developed	• No DPU's completed • On-going	• Legal documents completed and Orders in Council (OIC's) approved and deposited	• Not completed
• Develop and Implement Skytrain/Seabus policing audit findings	• Audit concluded and recommendations developed	• Audit completed	• Agreement by all affected parties to implement policy model on Skytrain/Seabus corridor	• Discussions with Steering Committee on-going
• Complete the Use of Force regulation	• Final draft to Legislative Counsel completed	• Police/MAG/Translink Steering Committee established	• Regulation approved and ordered by LGIC	• Completed
• Implement Emergency Vehicle Driving Regulations (high speed pursuit)	• Training of all affected police officers completed	• Training completed	• Training on all affected police officers completed	• Training completed

MINISTRY OF ATTORNEY GENERAL

Branch: Public Safety and Regulatory
Program: Security Programs

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Maintain the quality and efficiency of the criminal records adjudication process: - Conduct criminal records checks - Reduce the length of time from criminal records hit to completion of adjudication - Register protection orders and provide access to accredited agencies Improve agency and public access to relevant information - Establish website for access by accredited agencies to Protection Order Registry - Conduct assessments of high-risk violent offenders and provide advice to communities - Assess public access to information - License, monitor and investigate gun owners, businesses and monitor the transfer of firearms ownership	# of records checks processed - average time from hit to completion of adjudication % of restraining orders generated which are entered into Protection Order Registry - Website established # of assessments completed - Recommendations on actions completed # of Firearms Acquisition Certificates (FACs) received, issued, refused (now called Possession Acquisition Licences)	59,499 record checks processed 4-5 months with fingerprints 2 months with provincial case file only 74,953 orders received; approximately 300/day - Website content designed; confidentiality limitations identified 62 assessments completed 19 public notifications recommended 47 CCC Section 810 orders recommended Possession Acquisition Licences: 70,403 received 64,583 approved 285 refused	Website usage and performance	Website available summer of 2001; restricted to general information only at this time

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Protect the public through effective regulation of the security industry and firearms • License and inspect private investigators and security agencies	• # of security employee licences received, issued and refused • # of security business licences received, issued and refused	• 9,391 security employee licences received, issued and refused • 1,147 security business licences received, issued and refused		
Promote the development of professional standards in the security industry • Support establishment and operation of professional association • Operate Private Investigator Security Agency Act (PISA) Advisory Board	• Coordinate two meetings per year	• 4 meetings held		

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REPORT ON RESOURCES

Program	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
Film Classification Office	15	\$1,203	14.4	\$1,211
Gaming Audit and Investigation Office (GAIO)	19	\$1,615	20.6	\$1,954
Provincial Emergency Program	41	\$3,300	44	\$3,372
Emergency Vote	0	\$500 estimated \$12,138 delegated ³	0	\$14,934 ³
Police Services Division	71	\$152,907	56 ⁴	\$157,920 ⁶
Security Programs Protective Services PISA/Firearms	67 ¹	\$1,889	120.7 ⁵	\$2,382 ⁷
PUBLIC SAFETY and REGULATORY BRANCH TOTALS	213 ²	\$161,414 ² \$173,052 includes funds delegated for emergencies	255.7 ⁵	\$181,773

¹ This figure was originally reported in the Performance Plan for 2000/2001 as 24 for Security Programs only; it excluded 43 FTEs for Firearms.

² Total projected FTEs (251) and budget (\$169,276) as reported in the Performance Plan for 2000/2001 included the Coroners Service. Coroners Service has been deleted from the figures in the table above. Only those programs with previously reported deliverables and measures appear in the table.

³ Because emergencies cannot be predicted, delegated funds and actual emergency expenditures usually exceed estimated funds.

⁴ Fewer FTEs were utilized during fiscal year 2000/2001 because the Road Safety Program was staffed at a lower level than was originally intended.

⁵ Firearms licensing efforts required additional temporary staff during the fiscal year.

⁶ \$6,400,000 in new contingency funding was awarded during the fiscal year to cover increased contract costs.

⁷ Additional funding was required for firearms licensing and for developing the Protection Order Registry and the Community Notification Advisory Program.

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Initiative: British Columbia 2000

Key Objectives and Deliverables	Performance Measures Outputs	Results April 2000 – March 2001	Performance Measures Outcomes	Results April 2000 – March 2001
Provide communities and neighbourhoods across BC with local legacies and lasting memories of a unique moment in the history of our province and the world: - Community Spirit Grants - Provide up to 50 % funding to a maximum of \$200,000 for capital projects and \$25,000 for non-capital projects - Millennium Arts & Heritage Fund - Awards grants for projects in the arts, culture and heritage sectors - British Columbia Book - Visit 220 plus communities around the province during 2000 to give the British Columbians a chance to sign their names in a historic document - British Columbia 2000 Exhibit Tour - Provide a five-month travelling display portraying British Columbia's past, present and future, with BC students hired to take the displays to 41 communities across the province - BC2000 Book Awards – Provide the awards to worthy books published in the province and contribute \$250,000 towards all school libraries purchasing the winning title - Homecoming 2000 – Operate a postcard program encouraging British Columbians to return to their home towns to celebrate during the year 2000	\$18.25 million announced and allocated \$1.75 million announced and allocated 220 communities visited; the book compiled by January 1, 2001 - A least 41 BC communities visited - Awards announced and contributions made to school libraries - Program delivered in a cost-effective manner	- All funds announced and allocated over three fiscal years (1999/2000, 2000/2001, 2001/2002) - All community visits and book completed on schedule 41 communities visited between May and October 2000 - Awards given to 64 books written by BC authors and published in Province \$250,000 contributed to school libraries across the Province	- Increased sense of pride in history, enthusiasm and optimism for the province's future by British Columbians - Increased recognition for <i>British Columbia 2000</i> - Increased support to small, community-driven projects and province wide initiatives <i>British Columbia 2000</i> is recognized by British Columbians as a professional, high quality and objective program both in content and delivery	- BC Book, with signatures of residents from over 220 communities throughout the Province, is on display at the Royal BC Museum in Victoria - Over 155 small community projects supported through grants - BC portion of the Trans Canada Trail completed with support from BC 2000

REPORT ON RESOURCES

	Projected Resources for 2000-2001		Actual Resources for 2000-2001	
	FTEs	\$000	FTEs	\$000
BC 2000 Initiative Totals	4	\$15,490	4	\$13,373

Appendix I:

Environmental Scan for 1998-2001

In 1998, the Ministry undertook an environmental scan to identify key internal and external factors which could affect the Ministry's policies and operations. This environmental scan helped shape the Ministry Strategic Plan 1998-2001 and the Ministry Business Plan (Performance Plan) for 2000/2001. Some findings from the scan are:

- There has been a decline in crime rates in BC over the past few years - partly due to a changing demographic profile. This decline is expected to continue.
- The province has experienced a high volume of international immigrants and retirees from other provinces who may be unfamiliar with the structure and principles of our justice system, and present special needs for legal education, translation, interpretation and service delivery.
- British Columbians are most concerned about violent crimes and those that victimize children. Most continue to feel that crime is increasing (especially among youth), that the justice system is too lenient, and that respect for law is in decline.
- Crime prevention programs are viewed by the public as a higher priority than law enforcement in reducing crime. However, there is strong support for tougher sentences, particularly for young offenders. There is support for alternatives to jail for non-violent, low risk offenders.
- Changes in family structure and dynamics are requiring changes in family law and the way justice services are delivered in the areas of divorce, child custody, access, support and protection.
- Criminal court resources have been challenged by a growing population, increasingly complex cases and changing policies and practices. Criminal case backlog and delays have been a major concern. There are also delays in small claims courts.
- The correctional system is experiencing dramatic increases in pre-trial workloads (persons in remand, bail supervision). Significant community resources are being applied to programs to protect vulnerable persons, such as victims of spousal or sexual assault.

Future environmental scans are expected to confirm the impact of new Ministry initiatives over the past two years, particularly in the areas of combating organized crime and reducing court case backlog.

Appendix II:

Glossary

This glossary contains performance planning and reporting terminology, as well as terms, acronyms and abbreviations that are unique to this Ministry. Many of the terms used in this report are briefly defined in context wherever the word or abbreviation first appears. Terms that could not easily be explained in context are defined in the glossary below.

A

ACTS: Automated Case Tracking System.

B

BCCA: British Columbia Court of Appeals.

C

CAS: Corporate Accounting System.

CASHRA: Canadian Association of Statutory Human Rights Agencies

CHIPS: Corporate Human Resource Information and Payroll System.

CITS: Courts Integrated Tracking System.

CORNET: An integrated offender management information system operated by the Corrections Branch.

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D

Dangerous offender (DO): An offender who has been convicted of a serious personal injury offence and who is usually sentenced to an indeterminate period of incarceration with periodic parole review.

Deliverable: An action, product or event that is achieved or completed as part of an overall effort to reach a specific goal or objective.

E

Environmental scan: A summary of critical information that can help guide an organization in deciding and preparing a future course of action. Scans assess internal and external factors that might affect an organization's ability to accomplish its mission, goals and objectives. Scans also assess strengths, weaknesses, challenges and opportunities within an organization. (See Appendix I.)

F

FTE: Full-time equivalent, or the equivalent of one person working 1,827 hours in one year.

G

Goal: A general statement of desired and feasible results to be achieved over a period of time.

L

Long-term offender (LTO): An offender who has been convicted of a serious personal injury offence or another offence involving serious conduct of a sexual nature, and who has been sentenced to a definite term of incarceration followed by supervision in the community for a maximum of ten years

O

Objective: Concise, realistic, results-oriented statements of what an organization expects to achieve in the short-term on the way to accomplishing its longer-term goals.

P

Performance Measure: An indicator used to show the extent of progress made toward achieving goals and objectives. Performance measures can apply to short-term results such as number of inspections conducted or cases processed (outputs); or they can apply to longer-term impacts on society (outcomes).

Performance Plan: A plan that describes a Ministry's purpose, direction, vision, goals and objectives, operational strategies to achieve the objectives, and the performance measures that can indicate progress made and results achieved. The *Budget Transparency and Accountability Act* now requires all Ministries to publish an annual performance plan by April 30 of each year. Interim and annual performance reports are linked directly to the annual performance plan.

Program: A set of activities based on a common goal with clearly defined, dedicated resources and measurable objectives that are coherent and consistent.

R

RCC: A Report to Crown Counsel submitted by police and recommending a specific charge or charges against a person accused of an offence.

RFL: Request for legislation.

RFP: Request for proposals.

RITS: Registry Integrated Tracking System.

S

SMS: A Systems Management Server that combines server and computer hardware/software and provides remote control and distribution tools.

Strategy: Actions that are put in place to achieve goals. Programs, projects, initiatives and activities are examples of strategies.

STIIP: Short-term illness and injury plan.

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Appendix III: Ministry Organizational Chart (as of March 31, 2001)

